

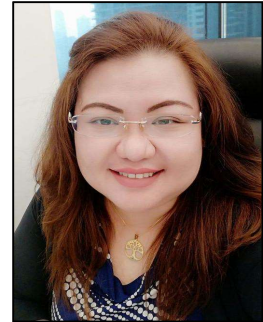
# Christine C. Dela Cruz

## HR Generalist

16 years of Professional Experience

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**Education/University** - BSc in Business Administration Major in Marketing Management  
**Pamantasan ng Lungsod ng Maynila (PLM – Philippines)**

❖ **Languages Spoken**

- English - fluent
- Filipino - native tongue
- Arabic - basic
- Russian - basic

❖ **Current Residence Location** – Sharjah Dubai Road – United Arab Emirates

❖ **Date of birth/Age** - May 30, 1984

❖ **Last work location city/country** – United Arab Emirates

❖ **Visa Status** - Working Visa

❖ **Availability** - Can join immediately

### SKILLS QUALIFICATIONS:

- ❖ Professionally established with proven managerial and operational skills.
- ❖ Have a good multi - faceted skills.
- ❖ Highly motivated toward goal achievement, eager to learn and accept new challenges, honest, and hardworking, can work under pressure with minimum supervision.
- ❖ Highly Efficient on handling MS Office applications such as Excel, Word, PDF, PPT, Outlook, etc.
- ❖ Experience on organizing legal, administrative, accounting and process documents by filing and applying document management.

### PROFESSIONAL EXPERIENCE:



**Khatib & Alami Consultancy Engineering Company**

**Al Faisal 2 Building, King Faisal – Sharjah, UAE.**

**HR Generalist**

**Since December 2015 – Present**

#### Duties and Responsibilities

- ❖ Act as the liaison between Management and Employees, ensuring smooth communication and prompt resolution of all queries.
- ❖ Compiling and update employee records (hard and soft copies).
- ❖ Coordinating interviews and contacting candidates.
- ❖ Process documentation and prepare reports relating to personnel activities (staffing, recruitment, training, grievances, performance evaluation, attendance etc).
- ❖ Preparing payroll each month to be submitted to CFO.
- ❖ Preparing documents of staff from hiring up to leaving.
- ❖ Implementing policies on issues like working conditions, disciplinary procedures and absence management.
- ❖ Advising on pay and other remuneration issues, including promotion and benefits.

- ❖ Liaise with PRO for residence visa's and labor cards.
- ❖ Taking care of employees leave and Health insurance of all the staff.
- ❖ Prepare Offer Letters, Salary Certificates, NOC letter, Personnel Actions letter, Memorandums, Disciplinary action letters and other HR documents.
- ❖ Create forms and templates for the necessary project for the company.
- ❖ Coordinate with HR, Admin & Finance to submit (exit forms, BTR, reimbursements forms, leaves, etc.)



### **Tintbox Advertising - Buhairah Corniche – Sharjah, UAE**

#### **Senior Executive Manager Cum Accounts Manager**

Since December 2010 – November 2015

#### Duties and Responsibilities

- ❖ General accounting, Invoicing and billing for Customers and Suppliers.
- ❖ Maintaining records of Books of Company.
- ❖ Preparation and Finalization of Audit Report and Financial of Company & Firm.
- ❖ Preparation of Quarterly Results and Annual Results for submission to Stock and another listing requirement.
- ❖ Observation of Day-to-Day financial operation and Accounts Receivable and Payable.
- ❖ General Work of Finance and Taxation and Support another department. Well-versed with working on Tally or other system etc.
- ❖ Provides financial information to management by researching and analyzing accounting data; preparing reports.
- ❖ Summarizes current financial status by collecting information; preparing balance sheet, profit and loss statement, and other reports.
- ❖ Substantiates financial transactions by auditing documents.
- ❖ Working independently to plan, coordinate and organize projects and job orders.
- ❖ Supervise, mentor and develop other administrative staff and printers, making sure that we are on track with our target date of completion.
- ❖ Provide accurate and correct information on Products and Gift items.
- ❖ Preparing Presentation for prospect Corporate Clients.
- ❖ Adhering to contracts, terms and conditions of the company and the clients.
- ❖ Making Quotation and Invoices locally and internationally.
- ❖ Checking and Updating Job Order Log Sheets.
- ❖ Follow up on payment receivables.



### **Jerry Varghese Travel & Tours – Ajman, UAE**

#### **Sales & Holidays Reservation Manager**

November 2008 – November 2010

#### Duties and Responsibilities

- ❖ Handle and make all the corporate and travel agencies letters, contract and rates.
- ❖ Make sales calls and meetings to different corporate companies in UAE.
- ❖ Introduce new accounts to the Company.
- ❖ Make different market strategies for the Company.
- ❖ Make reservations for the HOTELS and Tour Packages Anywhere in the world
- ❖ Prepares all the rates to be sent to partners and companies with the approval of the Operations Manager.
- ❖ Handles the HOLIDAYS account of the agency.



### **Al Khalidiah Tourism LLC. – Dubai, UAE**

#### **Sales and Contracting Manager**

May 2007 - September 2008

#### Duties and Responsibilities

- ❖ Attending International Exhibitions and promoting the company.
- ❖ Setting marketing and sales development.
- ❖ Visiting different Tourist Spots and hotels in U.A.E for Sales Calls and Meetings.
- ❖ Filing contracts and rates properly.
- ❖ Preparing rates and mark up to be sent to partners in different countries.

- ❖ Maintaining room allotment of all tour operators and travel agents locally and overseas.
- ❖ Taking room bookings with the relevant information.
- ❖ Maintaining the rates in the Reservation System as per the contracts.
- ❖ Knowledge of the hotel's credit policy and correct market segment codes are mentioned in all reservation forms and in the reservation system.
- ❖ Complying with the Company's Quality System
- ❖ Knowledge about Tour Operators operation and Systems.



**Sharjah Premiere Hotel & Beach Resort – 4 Star Hotel**  
**Sales and Reservation Executive cum Executive Secretary**

May 2006 - May 2007

Duties and Responsibilities

- ❖ Answer all business and corporate letters and make correspondents as well.
- ❖ To be aware of the availability of rooms (Forecast occupancy)
- ❖ Files correspondence properly.
- ❖ Answers all reservations inquiries without any delay.
- ❖ Maintains room allotment of all tour operators and travel agents locally and overseas.
- ❖ Take room bookings with the relevant information
- ❖ Maintains the rates in the Reservation System as per the contracts.
- ❖ Knowledge of the hotel's credit policy and correct market segment codes are mentioned in all reservation forms and in the reservation system.
- ❖ Complying with the Company's Quality System
- ❖ Knowledge of the hotel's internal policy in regard to transportation, billing instructions and visa arrangements.



**VXI Philippines, Outsourced by AT&T (American Telephone & Telegraph)**  
**Account Executive (Customer Service Agent)**

May 2004 - May 2006

Duties and Responsibilities

- ❖ Dealing with customer's concerns, problems and inquiries about their services.
- ❖ Explaining the details of the bills incurred by the customers
- ❖ After solving customer's concern, Account Executive upsells and offers new available services to the customers.
- ❖ Full knowledge of the services and products of the company.
- ❖ Bill and credits adjustments.

**UNIVERSITY HONORS AND ACTIVITIES:**

- \* One of the Most Outstanding Students in Marketing - 2000 to 2004 PLM
- \* Treasurer and member of J.M.A. (Junior Marketing Association) - 2000 to 2004